TennIIS FAQs

Frequently Asked Questions (FAQs)

TennIIS User guide to the most common TennIIS questions.

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II. Tennessee Immunization Information System (TennIIS)

A. General TennIIS Questions

1. What is TennIIS?

The Tennessee Immunization Information System (TennIIS) is a statewide Immunization registry developed by the TN Department of Health to be a comprehensive source of immunization records for Tennessee residents. It serves as an electronic resource for medical professionals, pharmacists, and school officials that streamlines the process of recording and retrieving immunization records from the TN Department of Health. TennIIS also offers other useful applications such as printing ICVTs (Immunization Certificate Verification Tool) and vaccine forecasting.

2. Why did the TN Immunization Program decide to change from the old registry system TWIS to the new system TennIIS?

The TN Immunization Program is in a constant state of improvement and in November 2014 implemented the new TN Immunization Information System called TennIIS. This new system TennIIS offers numerous features that were not available with the legacy system TWIS. Although it may be challenging to make such a transition, registry users and Tennesseans will greatly benefit from this change.

B. TennIIS Facility Registrations and the Point of Contact (POC)

1. Who can register to user TennIIS?

Any healthcare providing facility, pharmacy, school district or daycare may apply to register for TennIIS.

2. Is a facility required to register for TennIIS?

Although a facility is not required to register for TennIIS, it is highly encouraged. However, any facility wishing to access in TennIIS must first register via the online TennIIS

Facility registration application. In addition, if a facility intends on enrolling in the VFC program, then TennIIS registration is required.

3.   How do I register a new facility in TennIIS?

TennIIS Registration is the process through which providers sign up to gain access to the Tennessee Immunization Information System. Please note that schools are grouped and registered in TennIIS by School Districts when applicable.

To begin TennIIS registration, go to the TennIIS home page at https://www.tennesseeiis.gov. On the TennIIS homepage, simply click on the blue menu bar labeled "Register to use TennIIS". Once this menu expands, click on the link "Online Provider Registration Request" located at the bottom of the expanded menu. Please note that TennIIS registration does not enroll your facility for Vaccines For Children (VFC).

TennIIS Registrations are usually processed within 1-2 business days. A facility's Point of Contact will receive an email confirmation with a list of the facility's active TennIIS users.

4.   What is the TennIIS non-disclosure form?

The Non-Disclosure form is a form signed by an authorized provider to allow the providers' office access to the Tennessee Immunization Information System (TennIIS). In TennIIS, the annual Non-Disclosure Agreement that was utilized in the past is no longer necessary. Instead, each user is prompted with an agreement the first time they sign into TennIIS. Each individual user must accept a standard data confidentiality agreement before gaining access to TennIIS.

(*Please note that this is not the same as the VFC Program's Provider Agreement form*.)

5.   Who is the Point of Contact (POC) and what are their responsibilities?

The designated Point of Contact (POC) is responsible for managing their facility's TennIIS users and communicating directly with the Immunization Program any user updates. Please let us know should you have any TennIIS users to add, have existing users to updated or set as inactive.

C.   TennIIS User Managment

1.   My facility is already registered and active in TennIIS, how do I add new users or inactivate existing users?

Once a facility is registered and active in TennIIS the Point of Contact (POC) may request to add new users, update or inactivating existing users by emailing us directly at TennIIS.Registration@tn.gov.

Simply include the following information in your email request: the user's name, work phone number and email address, and the facility(s) in which they work. *Please be sure to include the facility(s) full contact information such as name, phone number, address, and VFC number if applicable.*

2.   I am the POC for my facility, how often should I update my facility's TennIIS user list?

The facility designated Point of Contact should be responsible for maintaining a communication with TennIIS and the VFC program. We recommend reviewing and updating TennIIS user lists at least once a month depending on the volume of a facilities users and the frequency of turnover. Updates including adding new users, updating and inactivating existing users, may be sent to TennIIS.Registration@tn.gov.

3.   As the POC, how do I request to add new TennIIS users or set existing users inactive?

A facility's Point of Contact (POC) may request to add new users or inactivating existing users by contacting the TennIIS Registration team directly at TennIIS.Registration@tn.gov.

Simply include the following information in your email request: the user's name, work phone number and email address, and the facility(s) in which they work. *Please be sure to include the facility(s) full contact information such as name, phone number, address, and VFC number if applicable.*

4.   As the POC for my facility, how do I manage the list of Physicians and Vaccinators for my facility?

Only the designated Point of Contact (POC) for a facility has the ability to manage the list of *Physicians & Vaccinators* for their facility. Vaccinators are TennIIS users who administer vaccinations. Those added as a physician or vaccinator will be listed in the drop-down menu on the *Vaccination Detail* screen and can be recorded when entering a vaccine in TennIIS. (*Note that this is not the same as adding/inactivating TennIIS users*.)

First, *search for facility vaccinators*:

- Login to TennIIS.
- On the left side of the TennIIS screen, click on the *Physicians & Vaccinators* tab and then click *Search/Add* when the menu expands,
- Select your organization in the *Organization (IRMS)* field and facility in the *Facility* field, before clicking *Search*.
- The POC can either select an existing user to edit or set inactive, or select *Add* to add a new facility vaccinator.

To add a facility vaccinator:

- Add information about the vaccinator (at a minimum, add info to the fields in red) and then click Save.
- When adding a vaccine in TennIIS, the added vaccinator's name should appear in the drop-down list located on the Vaccination Detail screen.

To edit or inactivate a vaccinator:

- Selecting an existing vaccinator from the list, click Edit.
- Proceed to edit the vaccinator's information or check the Inactivate box, and then click *Save*.

Should a facility need to update their contact information and POC, please contact the TennIIS Registration team at TennIIS.Registration@tn.gov.

5.   Can I share a TennIIS user account?

Sharing user accounts is prohibited in TennIIS. Everyone who accesses TennIIS must have their own username and password. To request a username, please email TennIIS.Registration@tn.gov.

6.   I was an active user in the previous system TWIS, how do I access TennIIS?

If you were a user of the legacy system TWIS, then your username would have transferred over to the new system TennIIS. If users haven't logged into TennIIS yet, their temporary password is **W3lcome!** (the exclamation mark must be entered at the end). *This password should be changed the first time users log into TennIIS.

7.   How can I reset my TennIIS password?

Provided that a user's email address is up-to-date in their TennIIS profile, users are able to reset their own TennIIS password via the *Forgot Password* link located on the TennIIS Login page.

Requests for user profile updates including name, email address, or for assistance resetting a password, please contact the TennIIS Help Desk at TennIIS.Help@tn.gov or at (844) 206-9927.

8.   How do I check to see if my profile information is up to date?

To check your user profile information, simply click on the *Settings* tab located along the left menu bar. When the *Settings* tab expands, select the Personal button in the expanded menu.

Requests for user profile updates including name, email address, or for assistance resetting a password, please contact the TennIIS Help Desk at (844) 206-9927 or TennIIS.Help@tn.gov .

9.   How do I update the organization/facility that my user profile is assigned to?

If you are not assigned under the correct facility, have moved to a different facility, or if changes need to be made to the organization/facility structure, please contact us at TennIIS.Registration@tn.gov.

This is important as vaccine/patient information is linked to the facility in which the user entering the data is logged into at the time of entry.

10.   I float between facilities within my organization. Do I need a different username for each facility?

It may be possible for users to have a single username and yet have access to other TennIIS facilities within their organization. However for this to be possible, facilities must be registered in TennIIS under the same organization.

The Point of Contact (POC) may request their staff's user access level be updated from *Facility Client* to an *Organization Client* access level by contacting the TennIIS User Support at TennIIS.Registration@tn.gov.

If the POC suspects that changes need to be made to the organization/facility structure, please contact us at TennIIS.Registration@tn.gov.

D. Patient Information and Vaccination Records

1. How do I update a patient's demographic information in TennIIS?

In addition to healthcare providers, TennIIS users associated with schools and childcare facilities can update demographic information including the patient's name, DOB, guardian name, phone number, and address on a patient's TennIIS record.

After searching for and then selecting a patient's record in TennIIS, users can update demographic information by clicking *Edit* in the lower right corner on the Patient Demo-graphic screen.

Users should routinely verify and update patient demographic information in TennIIS. This will pro-duce accurate immunization certificates by reducing the creation of duplicated patient records and ensuring that the correct patient is then selected from a patient search.

For guidance, go to the Quick Reference Guide located on the TennIIS homepage. If you have issues updating demographics please contact the TennIIS Help Desk.

2. How do I report duplicate patient records in TennIIS?

As a TennIIS user, you are able to report duplicate patient records within TennIIS from the patient search screen. Please follow these steps to report duplicate patient records found in TennIIS:

- Search for the patient using parameters that will allow for all possible duplicates to appear in the Patient Search Results. (i.e. search by first name and DOB; last name and DOB; etc.)
- At the bottom of the Patient Search Results screen, click the *Report Duplicates* button.
- At the top of the screen, select the Reason for De-duplication, either *Patient/Parent* or *Provider Identified*.
- In the Select column, click the boxes to identify all duplicated patient records from the patient search results.
- Once all duplicate records have been selected, click the *Report Duplicates* button located at the bottom of the screen.
- On the Patient Set Merge screen, select the record that will serve as the *Master Patient Record*. This is usually the patient record with the correct name and most current information.
- Finally, click the *Merge* button at the bottom of the Patient Set Merge screen.

A request for merging the selected records will be sent to the TN Immunization Program's (TIP) central office for review and processing. In the meantime, vaccines should be added to the record selected as the Master Patient record.

Record merging issues may be faxed to the attention of Becky Pearsall at (615) 532-8526. Note that patient information such as vaccination records or copies of immunization certificates should not be sent through email.

3.   How do I report a suspected bad merging of patient records?

Here are some of the indicators that a bad merge of patient records may have occurred:

- One twin is in TennIIS but not the other
- Patient is not found in TennIIS but the patient was in TWIS
- Different names are listed in the child column in the *Patient Address History* section of the Demographic screen
- Too many vaccine dates are listed on the *Vaccination View/Add* screen

If you suspect a bad merging of patient records, please report them to the TennIIS Help Desk at TennIIS.Help@tn.gov or (844) 206-9927.

4.   What is the proper procedure for updating an adopted child's immunization record?

The process for changing pre-adoption records to post-adoption records begins with submission of the adoption court order *and* the patient's demographic information *(full name, address, guardian name, SSN, race, and ethnicity)* to the TN Immunization Program Central Office. These documents should be *faxed* to 615-532-8526 *Attn*: *Becky Pearsall*. When the process is complete, the post-adoption record will contain immunizations that have been automatically copied from the pre-adoption record. In addition, the pre-adoption record will be permanently deleted. For questions regarding this process, please contact Becky Pearsall directly at 615-532-6608.

5.   How do I correct an inaccurate vaccine record in TennIIS if I did not enter the original data/vaccine?

Any user with edit privileges can delete *history* shots in TennIIS that have been entered by users associated with other facilities. Users can also delete *administered* shots that were entered by users in the same facility. However, users will not be able to delete an *administered* shot entered by users associated with other facilities.

For correction of *administered* shots entered by another provider, please fax a copy of the correct record (a printout from your EHR or paper medical record) highlighting the vaccines that need to be changed to (615) 532-8526 Attn: Allen Hardin. Be sure to describe the issue on the fax cover sheet. *Please do not send a copy of the Immunization Certificate as the immunization record (unless this is the only information available).*

6.   What is patient ownership?

In TennIIS, every patient record is 'owned' by an organization, with the exception of pharmacies, schools and daycares. Patient ownership is given to a record every time an organization makes changes to it.

An organization can benefit greatly by manage the patients they 'own' in TennIIS in several ways; especially for organizations that run reports such as the AFIX or Reminder Recall report to keep track of their patient list in TennIIS.

Read the quick reference guide Management of Patient Ownership and Active/Inactive Status located on the TennIIS homepage, to find out more about how organizations can clean up and manage the patients they 'own' in TennIIS.

7.   What are active vs. inactive patients in TennIIS?

A patient's record status can be either active or inactive and states the patient's connection to organizations in TennIIS. If the patient's record is *active*, then the organization listed at the top of the record is where the most up to date changes were made on that record. Patients can be marked as *inactive* in TennIIS if they have (1) moved or gone elsewhere, (2) moved out of state, (3) changed to another provider, or are (4) deceased. Inactive status can be edited on the patient demographic screen. If a patient you look up is marked inactive, you can re-activate them to add vaccinations. If a patient was incorrectly marked as deceased please contact us at TennIIS.Help@tn.gov .

An organization can benefit by managing the patients they 'own' in TennIIS; especially for organizations that run reports such as the AFIX or Reminder Recall report to keep track of their patient list in TennIIS.

8.   Can a patient contact the TN Immunization Program (TIP) directly to request their immunization record?

Patients are encouraged to go to their local Health Department or a participating primary care provider to request immunization records. However, individuals may request a copy of their own TennIIS immunization record or the record of a child if they are the child's parent or legal guardian. Individuals may be referred to the following web page for further instructions: http://www.tn.gov/health/article/imm-record-request#sthash.GjKy1wCB.dpuf

9. TennIIS– *What is the difference between the Tennessee Immunization Certificate and a TennIIS Patient Record Report?*

The *Tennessee Immunization Certificate* is intended to be used for children to satisfy attendance requirements for childcare facilities and schools in Tennessee. Because its main intent is to display vaccines required for childcare and school, it may not display the complete vaccine record stored in TennIIS. Also, the Immunization Certificate is not intended to be used for adults.

The *Patient Record Report* in TennIIS can be used for all ages and will display the complete vaccine history stored in TennIIS. To print a *Patient Record Report*: TennIIS users can find this report by clicking on *Reports*, then *Patient Record*. The best report is *All Recorded Vaccinations (option 2)*. It shows all vaccines in TennIIS organized by vaccine family, the date the vaccine was given, and the age of the patient when given. A complete vaccination forecast (what is due or overdue) for the patient is included in the report. However, because the report is on plain paper, we recommend users stamp it or label it with the facility and/or provider's name and full contact information.

E. Immunization Certificate Validation Tool (ICVT) and the Forecaster

1. What is the Forecaster?

The Forecaster is an extremely helpful tool that will forecast future immunizations for a patient based their information and vaccinations recorded in TennIIS. The Forecaster also provides the appropriate quantity and intervals for future immunizations.

2. Why can't I produce an immunization certificate for a college student or adult?

The Tennessee Immunization Certificate is intended to be used for children in childcare through 12th grade. Because it is not intended to be used for adults, there is no workaround to produce an immunization certificate for adults in TennIIS.

However, because TennIIS is a lifelong immunization registry, TIP is actively working with our vendor to create an Official Adult Immunization Record that medical providers and pharmacists can print for patients older than 18 years of age. This functionality is expected to be implemented later in 2017.

### 3.	What you should I do for an adult (18 years of age and older) that needs their immunization record?

Currently medical providers and pharmacists can print a *Patient Record Report* for individuals 18 years of age and older. TennIIS users can find this report by clicking on *Reports*, then *Patient Record*. The best report is: *All Recorded Vaccinations (option 2)*. It shows all vaccines in TennIIS organized by vaccine family, the date the vaccine was given and the age of the patient when given. A complete vaccination forecast (what is due or overdue) for the patient is included. Because the report is on plain paper, we recommend users stamp it or label it with the facility and/or provider name and contact information.

### 4.	I need to report an immunization certificate with an error. Who should I contact?

Please fax immunization certificates that have a problem to the attention of Becky Pearsall at (615) 532-8526. Patient information, such as vaccination records, or copies of immunization certificates should not be sent through email.

### 5.	What is an invalid vaccine dose in TennIIS?

The vaccination forecaster in TennIIS evaluates vaccine doses to ensure that they were given according the CDC guidelines for minimum age and minimum interval between doses. Please see Table 1. <u>Recommended and minimum ages and intervals between vaccine doses in the *General Recommendation on Immunization* at http://www.cdc.gov/mmwr/preview/mmwrhtml/rr6002a1.htm</u>.

The forecaster is programmed to use the "4-day grace period" when evaluating minimum age and minimum interval.

- Vaccine doses administered less than or equal to 4 days before the minimum age or interval are considered valid.
- Doses of any vaccine administered greater than or equal to 5 days earlier than the minimum age or interval are not counted as valid doses. These invalid doses should be repeated if age appropriate.

The forecaster marks an invalid dose with a red X in front of the vaccine date on the Vaccination screen. Users can click on the vaccine date to display the Vaccination Detail screen. This screen displays the Invalid Vaccination field which explains why a vaccine dose has been marked invalid.

Invalid doses do not display on the Immunization Certificate produced by TennIIS.

6.   What is an invalid dose of live vaccine in TennIIS?

The vaccination forecaster in TennIIS evaluates live vaccine doses to ensure that they were given according the CDC guidelines for minimum interval between doses. Injectable (MMR, Varivax, ProQuad, Zostavax, and YF-Vax) or nasally administered (FluMist) live vaccines not administered on the same day must be separated by greater than or equal to 4 weeks (28 days). This interval is intended to reduce interference from the vaccine given first on the vaccine given later. If injectable or nasally administered live vaccines are separated by less than 4 weeks, the second vaccine administered is invalid. This dose should be repeated greater than or equal to 4 weeks after the invalid dose.

The forecaster marks an invalid dose with a red X in front of the vaccine date on the Vaccination screen. Users can click on the vaccine date to display the Vaccination Detail screen. This screen displays the Invalid Vaccination field which explains why a vaccine dose has been marked invalid.

Invalid doses do not display on the Immunization Certificate produced by TennIIS.

7.   What is a Temporary Certificate of Immunization?

In TennIIS, a Temporary Certificate of Immunization is an immunization certificate produced for a child who has not completed the required immunizations for their current age or grade, but is as up-to-date as possible as of the day the certificate is printed.

The Immunization Certificate Validation Tool (ICVT) will produce a temporary certificate if the child is eligible to receive one. The Validation Results screen will still indicate that the child has failed to meet the requirements for their grade. If they are eligible for a temporary certificate, a link to "View/Print a copy of the temporary Official Certificate" will be available on the results page.

The temporary certificate expiration date will be pre-populated on the certificate. Temporary certificates expire one month after the date when the next catch-up immunization is due. For example, a child that received a temporary certificate is due to receive their next dose of a vaccine on March 1st. The temporary certificate would then expire on April 1st. This gives patients and parents one month to receive the needed vaccines before the temporary certificate expires.

Using ICVT, medical providers and pharmacists can print Certificates validated for the appropriate grade level. The ICVT validated certificates do not require a signature. However, if a certificate is not pre-populated with your facility or medical provider's information, we recommend users stamp or label the report with the facility and/or provider's name and contact information.

8. When is Hepatitis A vaccine required for children / preschool and school attendance in Tennessee?

We have received several questions about the requirements for Hepatitis A vaccine (HAV) during the 2016 back-to-school season. HAV is routinely recommended by CDC for all toddlers aged 12-24 months. Here is a summary of our state HAV school requirements:

- One dose of HAV is required for children 18 months of age and older and attending childcare/preschool.
- Two doses of HAV (the complete series) are required for children entering kindergarten. The second dose is recommended 6-18 months after the first.
- HAV may be given, but is not required for new or returning Tennessee students entering 1st – 12th grade.

TennIIS users can print the TN Immunization Summary table as a quick reference guide for all TN immunization requirements. More information can also be found on the TennIIS homepage and on TDH Immunization Program webpages.

F.   Health Departments and PTBMIS/EHRs

1. What is the Health Department Restructure?

Health Departments in the rural regions are being reorganized in TennIIS so that the organization is the region, and the facility is the co-site (health department site). When looking at a shot record administered or recorded at a rural health department, the location information will appear as: Organization: South Central Public Health Region, All Clinics Facility: 02801 – Giles Co. Health Dept. This restructuring will be completed on 2/13

2. I work for the TN Health Department, how do I request a new user to TennIIS?

Metro and County Health Department users should submit requests to add new user or inactivate existing TennIIS users to their Regional System Administrator. Please be sure to include the user's DC number when submitting a request.

3. Why can't I see the 'Add Administered' button on the Vaccination View/Add screen?

Health Department users are blocked from having access to this button because Health Department users should enter administered vaccines into PTBMIS since PTBMIS is the billing system for services rendered. No Health Department user should see the '*Add Administered*' button.

If Health Department users have entered administered vaccines into PTBMIS but the vaccines are delayed in transferring into TennIIS, the administered vaccines may then be manually entered into TennIIS as history doses by clicking the 'Add Historical' button on the Vaccination View/Add screen. When the delayed vaccines arrive in TennIIS as administered doses from PTBMIS, they will overwrite the history doses that the user entered previously.

4.   Who should I contact if I have an issue with the Patient Tracking Billing Management Information System (PTBMIS)?

PTBMIS the electronic information management system used by health departments is managed by Tennessee Information Technology Office. All questions regarding the PTBMIS interface with TennIIS should be directed to your local Systems Administrators (Sys Admin). If you do not know who your Sys Admin is, please can contact your regional health department office for guidance.

5.   What are some workarounds to produce immunization certificates for EHR/PTBMIS users who are experiencing data transfer delays with real-time connection to TennIIS?

Occasionally EHR/PTBMIS users will experience delays with real-time electronic data transfers into TennIIS. These delays tend to occur during peak hours when high volumes of vaccination data are being submitted to TennIIS such as during the back-to-school season. When this happens there are several things that TennIIS users can do to immediately produce an Official TN Immunization Certificate.

- Pre-populated certificates can be produced and then vaccinations manually written in.
- Users can enter historical and administered vaccines directly into TennIIS to immediately produce a certificate. (*Entering historical vaccines will not create duplicate vaccinations. Historical vaccines will be overwritten with the Administered vaccine entry when the delayed data is electronically transferred into TennIIS.*)
- Ask parents to fax in immunization records prior to picking up a certificate.
- TennIIS Users can also wait until off peak hours to print immunization certificates.

6.   I need to replace a single-antigen vaccine with a combination vaccine (or vice versa) on a patient's immunization record. What should I do?

Electronic Trading Partners, you may come across instances in which you need to replace single-antigen vaccines with a combination vaccine (or vice versa) on a patient's immunization record within your EHR. When making such changes in your EHR, it is best to make sure vaccine deletions occur in TennIIS before adding vaccines to your EHR that are in the

same vaccine group, also known as vaccine family, and administered on the same date as the vaccine that was just deleted.

For example, when replacing the single-antigen vaccines DTaP, Hib, and IPV with the combination vaccine DTaP/Hib/IPV (Pentacel) in your EHR, it is best to make sure the single-antigen vaccines DTaP, Hib, and IPV delete from TennIIS be-fore adding the combination vaccine DTaP/Hib/IPV (Pentacel) in your EHR with the same administration date. The dele-tion in your EHR will send a message to TennIIS telling TennIIS to delete the vaccine. Once that is complete, a vaccine within the same vaccine group and administration date may then be added to your EHR. This addition in your EHR will send another message to TennIIS telling TennIIS to add the vaccine.

Should you have any questions in this regard, please contact the Meaningful Use (MU) team at TennIIS.MU@tn.gov.

G.   Reports

1.   How do I schedule reports in TennIIS?

Tired of waiting for reports to run in TennIIS? TennIIS users who have the ability to add vaccines into TennIIS also have the ability to schedule reports!

Reports such as the *Coverage Rate Report*, the *VFC Accountability Log*, and *Patient Detail Report* will automatically run at the time you schedule and TennIIS will send you an email when it's done!

To schedule a report, go to the *Reports* tab located in the navigation menu along the left side of your screen. Select *Report Module* and then click *Schedule* next to the report you plan to run.

In effort to keep TennIIS running efficiently during peak hours, we suggest scheduling reports to run during the overnight hours. Should you have any questions, please contact Sammy Chao at Samantha.Chao@tn.gov.

H.   TennIIS Training

1.   What is the TennIIS Document Center and where can I find it?

The TennIIS *Document Center* is a resource page in TennIIS that is available to all TennIIS users. This is where TennIIS and VFC updates are posted along with helpful documents that are

available for download. Such documents include past TennIIS Updates issues and memos from VFC such as vaccine shipment and re-enrollment guidance documents.

After users log into TennIIS the TennIIS *Document Center* can be found under the *Main* tab located in the Navigation Menu along the left side of the screen. The *Document Center* is listed at the bottom of the expanded tab.

2.   I need to learn how to use TennIIS, what can I do?

There are many training opportunities available for TennIIS users. TennIIS quick reference training guides, videos, and webinars are always available. Users can find these tools and other helpful resources located under the blue TennIIS Training tab located on the TennIIS homepage.

3.   How do I sign-up for a live TennIIS Training webinar?

Live TennIIS Training webinar are offered for VOMS users, Manual Entry users, and View Only users (e.g. school users who cannot edit but can only view immunization records and print ICVT certificates). The training schedule is also posted on the TennIIS homepage.

To sign-up for a live TennIIS Webinar Training, please contact us at TennIIS.Training@tn.gov, including your name, facility name and contact information, and the webinar that you would like to attend.

4.   I would like my staff to receive more hands-on training. Does TennIIS Training offer on-site trainings?

On-site training sessions are available during off-peek immunization months (October-May). To inquire about on-site training, please contact us at TennIIS.Training@tn.gov for more information.

5.   I want to stay current on TennIIS system updates. How do I sign-up to receive the TennIIS Updates monthly newsletter?

TennIIS is in a constant state of improvement. To help keep TennIIS users up to date, users are encouraged to sign-up to receive the TennIIS Updates. The TennIIS Updates is a monthly email publication that informs users of system updates, and offers guidance and other helpful tips. To sign-up for the TennIIS Updates, please contact us at TennIIS.Training@tn.gov .

I. *Electronic Trading Partners (ETP) and Meaningful Use (MU)*

1. I am interested in Meaningful Use (MU) and becoming an Electronic Trading Partner (ETP), what is the first step and who should I contact?

To inquire about the public health, Immunization Registry Meaningful Use requirement and becoming an ETP, the first step is to contact the Meaningful Use team at TennIIS.MU@tn.gov.

2. How do I view the Meaningful Use registration?

The Immunization Registry has a new registration tool for Eligible Professionals and Hospitals who intend to ex-change data with the Immunization Registry and meet Meaningful Use (MU) requirements. Current trading partners do not need to take further actions. Please follow these next steps to view the new Meaningful Use Registration:

- Go to https://apps.health.tn.gov/twisprod/RegisterMU/MUregistration.asp
- Click on the *Trading Partner Registration* located near the upper right hand corner.
- On the Trading Partner Registration page, you may then select either Returning Users *Log In* or New Users *Sign Up*.

Once this process has been completed, your facility will be registered for Meaningful Use and you will be able to see your facility's progression through the process as you complete your milestones. Please note that the MU registration does not automatically register you or your facility in TennIIS.

3. How are organization and facility defined in TennIIS? How should I structure my organization when registering to exchange data with the immunization registry?

Definition of Organization and Facility – The Immunization Information System (IIS) supports a 2-tier hierarchy of locations. Organizations are the top tier and typically identify the legal entity. Facilities are the bottom tier and typically identify physical locations of each provider office or practice. Patients, vaccinations, and the Vaccines for Children (VFC) Provider Identification Number (PIN), if applicable, are at the facility level. An organization may have one or more facilities but a facility may only be a member of one organization.

The Trading Partner must make the Tennessee Department of Health (TDH) aware of their hierarchical structure and must notify TDH when this structure changes (for example, when new facilities are added or removed from an organization).

III.   Vaccines For Children (VFC)

A.   General VFC Questions

1.   What is the difference between VFC Enrollment and TennIIS Registration?

A TennIIS Facility Registration is a voluntary process through which providers sign up to gain access to the TN online immunization registry. TennIIS registration does not enroll a facility in the Vaccines For Children (VFC) program. Although TennIIS registration is on a voluntary basis for most providers, providers who wish to participate in the VFC program are required to register in TennIIS.

VFC Enrollment is the process through which healthcare facility signs up to participate in the federally funded Vaccines For Children (VFC) program. Enrollment happens once a year and is renewed annually. Providers that are interested in VFC enrollment and have questions about the enrollment process may contact the VFC enrollment team directly at VFC.Enrollment@tn.gov .

2.   My facility is interested in enrolling (or re-enrolling) in the VFC program, who should I contact?

To inquire about the VFC enrollment process or the annual re-enrollment, please contact the VFC enrollment team at VFC.Enrollment@tn.gov .

3.   I can't find where to complete my VFC annual re-enrollment in TennIIS, what should I do?

Only providers who had the permission to order vaccines are able to access the provider re-enrollment form in TennIIS. If you have vaccine ordering permission, look under the Orders/Transfers tab for the Provider Agreement option. If you are not able to see the Provider Agreement option, email VFC.Enrollment@tn.gov .

4.   Will the VFC Enrollment training be recorded and listed on the TennIIS Homepage?

The VFC Enrollment training webinars will be recorded and posted on TennIIS after the live webinars start.

5. My facility is registered in TennIIS and has completed VFC enrollment, what do I do next?

After TennIIS registration and VFC enrollment is complete, the designated Vaccine Coordinators must complete the required VOMS training. Links to approved training can be found on the TennIIS homepage located under the blue VFC Program Information tab.

6. Our facility needs to update the information on the Provider Agreement and/or the designated Vaccine Coordinator, what should I contact?

Contacting the VFC program immediately will eliminate much confusion and delays in vaccine ordering. Please contact the VFC program at VFC.Enrollment@tn.gov and TennIIS.VOMS@tn.gov with any updates regarding the Primary or Back-Up Vaccine Coordinators.

The VFC Enrollment team will update your facility's contact information and the VOMS team will apply *Vaccine Management Permissions* as needed, provided that the required VOMS training has been completed. If you have additional questions, please contact the VFC Help Desk at VFC.Help@tn.gov for further guidance.

B. *Vaccine Ordering and Management System (VOMS)*

1. I have completed the required VOMS training. Where do I send my certificate of completion?

Once you have completed the required VOMS training, certificates may be sent to the VFC program at fax number (615) 401-6831 or scanned to VFC.Enrollment@tn.gov.

2. I do not have Vaccine Management permissions yet, what should I do?

Only after completing all required training and then submitted documentation to the VFC program, may Vaccine Management permissions be applied. If this is the case, please email your request to the VOMS team at TennIIS.VOMS@tn.gov .

3. Who can I contact with questions regarding vaccine ordering and management including ordering, reconciliation, transfers, and returns?

For all questions regarding vaccine ordering and management, please contact the Vaccine Ordering & Management Systems (VOMS) team directly at TennIIS.VOMS@tn.gov .

4.   How do I return expired VFC program vaccines?

Expired VFC vaccine can be returned to the distributor McKesson by submitting a request in TennIIS. The option to submit a Vaccine Return request will appear on the Orders/Transfers tab under Vaccine Returns after the vaccine doses have been marked as expired on a submitted or saved inventory/reconciliation report.

Providers must first enter the returns on the Reconciliation page *and* print the Vaccine Return Packing Slip. *Do not inactivate vaccines on the VOMS Reconciliation Page until after this step has been completed! Please add your facility's VFC pin number to the packing slip before including it in the box with the returning vaccines. (Note that the pop-up blocker must be turned off to complete this step and that the packing slip cannot be regenerated in TennIIS.)

If you are unable to print the vaccine packing slip initially you can go to Orders/Transfers - Search History. Click the radio button for returns and to search for the latest return you would like to print. Once found, click the arrow to the left of that return to print. Please remember to add your VFC Pin number to this packing slip.

If you are unable to see or print the slip, or if you misplace it, contact TennIIS.VOMS@tn.gov for guidance. A return mailing label will be sent to you from McKesson. This process can take a few weeks.

5.   When completing the vaccine return process, what do I do if I get no response when clicking Submit and Print Vaccine Return on the Vaccine Return page?

The *Submit and Print Vaccine Return* function is currently not working in some browsers, particularly the Google Chrome web browser.

As of February 2016 the TennIIS system no longer supports the following internet browsers: Internet Explorer (IE) 8, 9 and 10, Java 1.6, Firefox, and Chrome. TennIIS users utilizing any of these versions are advised to update their internet browser to IE 11.

Users logging into TennIIS using IE 11 will then be able to utilize the *Submit and Print Vaccine Return* function and submit your vaccine return successfully.

6.   I requested a return for expired VFC flu vaccine, but the return label has not arrived yet? What should I do?

Due to the volume of VFC flu vaccine that was unused last season, return labels are taking longer than normal to be sent out. Please allow at least 8 weeks to receive a return label from the date the return was submitted. If you still have not received a return label for you flu vaccines after 8

weeks, please contact the VOMS Team at TennIIS.VOMS@tn.gov and we will put in a request to have one sent to you by email.

7.   I have flu vaccines that have expired, what do I need to do?

As flu vaccines expire, DO NOT send vaccine directly back to the manufacturer. The VFC Program must manually enter expired flu vaccine into your inventory.

Please submit the following information regarding expired flu vaccine at least two weeks prior to the expiration date to TennIIS.VOMS@tn.gov or faxed to 615-253-3279.

- VFC Pin #
- Vaccine NDC #
- Lot #
- Expiration date
- Number of doses

Once the vaccine has been added to your inventory, you will then be able to use VOMS to complete the return process as you would with any expired vaccine in your inventory. Using the regular VOMS return process, the expired flu vaccine should then be returned to the McKesson warehouse for excise tax credit purposes.

Please allow the VFC Program two weeks to process and enter expired vaccine into your inventory. If you have any questions, please contact the VOMS team at TennI-IS.VOMS@tn.gov.

8.   I need to transfer vaccines to another facility because I will not be able to use these vaccines. When transferring vaccines, what organization and facility do I select in TennIIS?

To complete a vaccine transfer in TennIIS you must first find a provider in your area that would want the vaccines. Once they have agreed to receive the vaccines, you place a transfer request in TennIIS, selecting the facility that expressed interest in your vaccines. You VFC Field Representative can help determine which providers in your area may be interested in a vaccine transfer.

9.   What if I physically transferred vaccines to the specific facility, but I did not transfer the vaccines in TennIIS?

Vaccines transfer requests must be approved in TennIIS prior to physically transferring vaccines.

10. Why can't I manually add manufacturer and lot number for private stock vaccines in TennIIS?

When administered vaccines are entered manually through the web portal into TennIIS, the manufacturer and lot number fields can only be used by healthcare providers with vaccine inventory in TennIIS. At this time, only Vaccines for Children (VFC) providers are allowed to add VFC vaccine inventory to TennIIS. This decision was made at the November 2014 go-live for TennIIS. We wanted to make sure that the vaccine inventory process was working as intended before we allowed the addition of private stock vaccine to TennIIS. We may allow the addition of private stock vaccine at some future date.

When immunizations are electronically submitted to TennIIS, manufacturer and lot number are added to TennIIS if this info is included in the submission. Vaccine inventory in TennIIS is not required when this info is submitted electronically.

C.   VFC Quality Assurance

1. Who should I contact with vaccine storage and handling questions?

For all questions regarding vaccine storage, handling, and compliance please contact the VFC Quality Assurance team directly at TennIIS.Help@tn.gov .

2. I have a temperature excursion, what do I do?

In the event of a temperature excursion, never assume vaccines are spoiled. Instead, immediately store the vaccines in a cool safe place and write down the following information:

- Time the excursion is detected
- Approximate duration of the excursion
- Ambient (room) temperature
- Storage unit temperature, minimum and maximum during excursion
- Inventory of all affected vaccines

This information is necessary to assess the validity of the affected vaccines. Once the data is collected, label storage unit "*Do Not Use Vaccines until notified by the Quality Assurance Team*" and then immediately call the VFC program at (615) 532-6616. If there is no answer, please call (800) 404-3006.

3. It is after hours and I have an emergency temperature excursion to report, who should I contact?

VFC Providers - Generally, you may wait until the next business morning to report a vaccine storage temperature excursion that is discovered after TIP business hours (M-F after 4:30pm CST,

weekends; state holidays). Just follow your emergency vaccine storage plan. In cases where urgent assistance cannot wait until business hours, call 615-741-7247. Listen to the message to get the phone number of the TDH on-call senior epidemiologist for basic advice. If you reach a voicemail when you call, leave your name, phone number, and a brief description of the problem. The person on-call will return your call.

IV. Tennessee Immunization Program (TIP) Contact Information

- **TennIIS Help Desk**   **Phone: (844) 206-9927 / TennIIS.Help@tn.gov**
  - For general TennIIS assistance, please contact the TennIIS Help Desk

- **Patient Record Requests & Corrections**   **Fax: (615) 532-8526 / TennIIS.Help@tn.gov**
  - For reporting issues regarding patient records including vaccine corrections, bad merges, and duplicates

- **TennIIS Facility Registrations**   **TennIIS.Registration@tn.gov**
  - For information on how to register a new facility in TennIIS, update facility contact information, add/inactive users, or apply the *Standard TennIIS User Permissions*

- **Meaningful Use and Electronic Data Exchange**   **TennIIS.MU@tn.gov**
  - For information on Meaningful Use (MU) or Electronic Trading Partners (ETP)

- **TennIIS Training**   **TennIIS.Training@tn.gov**
  - To arrange a live TennIIS Training webinar, or to subscribe to the TennIIS Updates (monthly newsletter) & TennIIS system updates

- **VFC Enrollment**   **Fax: (615) 815-8526 / VFC.Enrollment@tn.gov**
  - For information regarding Vaccines For Children (VFC) enrollment/re-enrollment, update vaccine coordinators & the Provider Agreement, or to subscribe to VFC program updates

- **VOMS – Vaccine Ordering and Management Systems**   **TennIIS.VOMS@tn.gov**
  - For information on vaccine ordering & management, apply *Vaccine Management Permissions* for vaccine coordinators, or to arrange a live VOMS training webinar

- **VFC Quality Assurance**   **VFC.Help@tn.gov**
  - For information regarding VFC required training & compliance, vaccine storage & handling, digital data loggers, temperature excursions, or Spring Review

- **VFC Help Desk**   **VFC.Help@tn.gov**
  - For general VFC questions, please contact the VFC Help Desk